

CAA Bi- Annual Quality Standards Report Summer 23

		Departing						
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		210	200	263	258	262	253
	10 mins	80%	99.05%	98.00%	98.48%	98.45%	99.62%	99.21%
	20 mins	90%		1.00%	0.38%	0.39%		
	30 mins	100%		0.50%	0.38%			0.40%
Non pre-booked	Numbers of PRMs		56	49	60	47	44	40
	25 mins	80%	98.21%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%						
	45 mins	100%						

Please complete each percentage to two decimal places.

Standard (waiting time once PRM made themselves known) - For departing PRMs this is the time difference between the time a person first makes themselves known (either in person / phone / buzzer) and when face to face contact is made. For the majority of occasions with airports with manned PRM desks, this should be immediate. This is intended primarily to capture waiting times when PRMs call from designated points or from unmanned PRM desks.

		Arriving						
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		137	185	235	239	227	199
	5 mins	80%	98.54%	100.00%	97.87%	100.00%	98.24%	98.99%
	10 mins	90%			1.70%		0.88%	
	20 mins	100%			0.43%		0.44%	0.50%
	30 mins							
	45 mins						0.44%	
	60 mins			0.54%				
Non pre-booked	Numbers of PRMs		17	11	5	3	5	4
	25 mins	80%	100%	100%	100%	100%	100%	100%
	35 mins	90%						
	45 mins	100%						
	60 mins							
	75 mins							

Please complete each percentage to two decimal places

Standard (time assistance available at gate from arrival on chocks) - For arriving PRMs this is the time difference between when staff arrive at the gate or aircraft side ready to disembark PRMs and the on chock time. It is important that this is recorded for all PRMs (i.e. airports must measure this standard for all staff needed to disembark all PRMs - and not just based on the first staff member to arrive at the gate). If airports prefer to record the time difference between the time PRMs are actually disembarked and on chock time, this is acceptable although the same targets apply.